

Office of the West Bengal Clinical Establishment Regulatory Commission

1st Floor, 32 B.B.D Bag, West Bengal, Kolkata – 700001.

Phone:- (033) 2262-8447 , Email: wbcerc@wb.gov.in Website: www.wbcerc.gov.in

Case Reference:WBCERC/SPG/257/2025-26

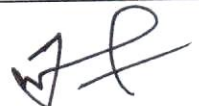
Mr. Narendranath Halder Complainant

vs

Fortis Hospital.....Respondent/ Respondents

ORDER SHEET

Office Note	Order No.	Date	Order
	1.	11/02/2026	<p>The complaint would relate to mal-treatment in a case of WBHS beneficiary.</p> <p>The patient had serious issue with regard to treatment protocol that would be outside our domain. Let him approach appropriate authority for the same.</p> <p>There is one more serious issue that we cannot overlook.</p> <p>The patient was seen by Dr. Debasis Dutta after being referred by Dr. Ramesh Agarwala belonging to the same establishment. Dr. Dutta examined the</p>



patient and advised for repeat ERCP.

Dr. Dutta did the repeat ERCP and referred him for surgery. In such situation, Dr. Dutta should have referred the patient back to Dr. Agarwala, Surgeon, who sent the patient to him. Instead of sending the patient to Dr. Agarwala the patient was sent to Dr. Uditya Roy who did the procedure.

We fail to appreciate how the patient, once referred by Dr. Agarwala to Dr. Dutta in the same establishment, could be referred to another surgeon instead of referring him back to Dr. Agarwala.

We have asked this question to the Medical Super of the CE and the other representative representing the CE. They could not give any satisfactory explanation.

We impose a compensation of Rs. 10,000/- to

the complainant to be paid on sharing of her bank details.

The CE must be cautious enough so that such irregularity does not recur.

The complaint is disposed of accordingly.

Sd/-

The Hon'ble Chairperson

Sd/-

Prof. (Dr.) Sukumar Mukherjee – Member

Sd/-

Prof. (Dr.) Makhan Lal Saha – Member

Sd/-

Dr. Maitrayee Banerjee – Member

Sd/-

Smt Madhabi Das – Member

Authenticated
[Signature]
Secretary
West Bengal Clinical Establishment
Regulatory Commission